

Missouri State Highway Patrol Public Opinion Survey



Final Report 2014

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Acknowledgements

On behalf of the Missouri State Highway Patrol (MSHP) I would like to personally thank all the citizens that participated in the 2014 MSHP Public Opinion Survey. It is our mission to provide a safe environment to everyone who lives in and visits our great state. We also strive to respond promptly and professionally when we are called upon. Your valuable input will assist our efforts and improve our vital service to the community.

In past years, we have asked citizens by mail to respond to our public opinion survey. This year we ventured into a new endeavor by posting our survey on the MSHP's homepage in hopes of increasing the number of respondents as well as better demographic diversity. We are pleased that 2,808 people took part in our survey, which is a great improvement from past years' mail surveys. This increase in the number of respondents will help us better capture the opinions of the public.

Within the forthcoming pages, you will see the results of our public opinion survey. We asked citizens a number of questions ranging from employee competence to crime victimization. In addition, citizens responded to specific questions pertaining to traffic and crime enforcement. These results will assist our agency with establishing policies and programs to better serve the needs of Missouri citizens and our visitors.

Finally, we are constantly striving to give the citizens of Missouri and our visitors the best possible service. It is reports such as this that greatly help us achieve our goals. Thank you once again to everyone who participated.

Mark L. Ritchey, Director
Missouri Statistical Analysis Center

Methodology

Personnel from the MSHP Research and Development Division, Statistical Analysis Center conducted this study. In previous years, a questionnaire was mailed to a sample of 3,000 Missouri residents. The response rate from these mail surveys was generally less than 20% and respondents tended to be non-representative of statewide demographics. In 2014, the methodology of the public opinion survey was updated to utilize a web based survey form in order to increase the response rate. This revision also was an attempt to collect questionnaires from a more representative sample of Missouri residents.

The 2014 survey was modeled after the 2011 mail survey, but was built using an online survey development software program. Because this software utilizes managed question branching and required responses, more control over survey responses was achieved than with the printed 2011 mail questionnaire. Once the design was completed, the interactive questionnaire was posted to a link on the MSHP homepage. On opening day of the Missouri State Fair, August 4, 2014, the link was activated. Hand bills and post cards displaying the survey web address were distributed to state fair attendees to solicit their responses. A news release was issued by the MSHP Public Information and Education Division on September 22, 2014, which increased public awareness of the survey and resulted in significant numbers of completed surveys. During the survey collection period, several external entities posted links to the survey on their web and social media sites, which resulted in more survey submissions. For reference purposes, the questionnaire is contained in Appendix A.

A total 2,808 questionnaires were collected through the end of October 2014. Compared to the 2011 mail survey, this is an increase of 2,347 returned questionnaires. Although the response rate increased with the use of a web-based survey, limitations must be considered when interpreting such results. Because the web link was available to all people with access to a computer, there was no control over respondents, thus producing a non-random sample. The 2014 survey relied entirely on voluntary responses from people who may or may not reside in Missouri. Therefore, findings of the survey may not reflect opinions of just Missouri residents. The availability of the survey on the Internet also results in it being very responsive to local or state events. This possibly caused opinion patterns to rapidly change as news releases were made, advocacy groups posted links to the survey, or dynamic societal events occurred.

The following section presents findings of the survey. Response statistics are provided for each question along with a summarization of results.

Findings

A total of 2,808 individuals responded to the 2014 Public Opinion Survey. An analysis of their responses and the findings are provided below.

Respondent Characteristics

To identify the representativeness of the survey, respondents were asked to voluntarily answer a series of questions describing their demographic characteristics.

What is your sex?

- Males were slightly over-represented by survey respondents. Of the total respondents, 65.1% were male and 34.9% were female.

	Frequency	Percent
Male	1,413	65.1
Female	758	34.9
No Response	637	--
Total	2,808	100.0

What is your age?

- All age groups were represented in the 2014 Public Opinion Survey. Of all respondents, 3.0% were aged 16 to 21; 25.9% were 22 to 34; 22.9% were 35 to 44; 25.0% were 45 to 55; 16.8% were 56 to 65; and 6.3% were over 65.

	Frequency	Percent
16-21 Years	65	3.0
22 to 34 Yrs	563	25.9
35 to 44 Yrs	498	22.9
45 to 55 Yrs	543	25.0
56 to 65 Yrs	365	16.8
66 Yrs and Older	137	6.3
No Response	637	--
Total	2,808	100.0

What is your race?

- White respondents were over-represented in the survey, comprising 95.5% of all respondents.

	Frequency	Percent
White	2,073	95.5
African American	38	1.8
Native American	28	1.3
Hispanic	18	0.8
Asian	14	0.6
No Response	637	--
Total	2,808	100.0

Evaluation of MSHP

Respondents were asked a series of questions that evaluated the MSHP and its staff.

Overall, do you think the Missouri State Highway Patrol is doing an excellent, good, fair, or poor job in your area?

- Of the total respondents, 65.6% indicated the MSHP was doing either an excellent or good job; 19.6% indicated the Patrol performance was fair; and 14.8% felt the Patrol was doing a poor job.

	Frequency	Percent
Excellent	831	31.6
Good	894	34.0
Fair	514	19.6
Poor	389	14.8
No Response	180	--
Total	2,808	100.0

How would you rate the professional appearance, attitude, and demeanor of Highway Patrol employees?

- Of the respondents, 70.4% indicated the appearance, attitude, and demeanor of MSHP employees was excellent or good; 17.4% indicated it was fair; and 12.3% indicated it was poor.

	Frequency	Percent
Excellent	1,118	42.5
Good	732	27.9
Fair	456	17.4
Poor	322	12.3
No Response	180	--
Total	2,808	100.0

From your experience, how would you rate the overall competence of Highway Patrol employees?

- Of those responding, 68.5% rated the overall competence of MSHP employees as good or excellent; 18.8% rated it fair; and 12.7% rated it poor.

	Frequency	Percent
Excellent	958	36.5
Good	841	32.0
Fair	494	18.8
Poor	335	12.7
No Response	180	--
Total	2,808	100.0

Compared to three years ago, how do you think the number of Missouri State Highway Patrol officers on the roadway has changed?

- Of those responding, 43.9% felt the number of MSHP officers on roadways is about the same as three years ago.
- A similar proportion of respondents, 41.2%, indicated the number of MSHP officers on the roadways has increased either slightly or greatly as compared to three years ago.

	Frequency	Percent
Increased Greatly	376	14.3
Increased Slightly	706	26.9
About the Same	1,153	43.9
Decreased Slightly	244	9.3
Decreased Greatly	149	5.7
No Response	180	--
Total	2,808	100.0

When you see a Missouri State Highway Patrol officer on the roadway or waterway how is the behavior of other motorists affected?

- Of those responding to this question, 62.4% stated others' behavior is slightly or greatly improved.

	Frequency	Percent
Improved Greatly	727	28.2
Improved Slightly	882	34.2
About the Same	718	27.9
Degraded Slightly	128	5.0
Degraded Greatly	123	4.8
No Response	230	--
Total	2,808	100.0

When you see a Missouri State Highway Patrol officer on the roadway or waterway, how is your behavior affected?

- Most respondents feel their behavior is not affected by MSHP officers on roadways or waterways. Of the respondents, 60.0% indicated their behavior is the same when they see an MSHP officer.
- About one-third of the respondents, 32.8%, feel their behavior is slightly or greatly improved when they see a MSHP officer on roadways or waterways.

	Frequency	Percent
Improved Greatly	328	12.7
Improved Slightly	519	20.1
About the Same	1,548	60.0
Degraded Slightly	80	3.1
Degraded Greatly	103	4.0
No Response	230	--
Total	2,808	100.0

Have you had direct contact with the Missouri State Highway Patrol within the past three years?

- Of those responding to this question, 60.5% indicated they have had direct contact with the MSHP in the past three years.

	Frequency	Percent
Yes	1,560	60.5
No	1,018	39.5
No Response	230	--
Total	2,808	100.0

If yes, how would you describe your experience?

- Of the respondents that have had direct contact with the MSHP in the past three years, 63.1% indicated their contact was positive or very positive.
- Contacts experienced by 19.8% of the respondents were rated as negative or very negative.

	Frequency	Percent
Very Positive	614	39.5
Positive	366	23.6
Neutral	267	17.2
Negative	161	10.4
Very Negative	146	9.4
No Response	6	--
Total	1,560	100.0

If yes, please indicate the nature of the contact.

- Of the types of contacts experienced by respondents, 15.6% were issued traffic tickets, 11.2% received officers' assistance, 7.4% were involved in traffic crashes, and 10.4% were issued warnings.
- Only 2.6% of the respondents' contact with the MSHP was from criminal cases.
- Of the respondents, 52.7% identified another type of contact was experienced.

	Frequency	Percent
Traffic Crash	129	7.4
Traffic Ticket Issued	270	15.6
Provided Assistance	194	11.2
Warning Issued	181	10.4
Criminal Case	45	2.6
Other	912	52.7
Total*	1,731	100.0

*Note: Respondents who answered yes and indicated they had direct contact with the MSHP could choose more than one type of contact nature. For this reason, the sum of frequencies is greater than the number of respondents.

MSHP Enforcement Activities and Other Duties

Respondents were presented with a series of activities performed by the MSHP and asked their importance and how well the activities are being addressed by the MSHP. In addition, the respondents were asked about their expectations in waiting for MSHP assistance while stranded or when they or a family member were involved in a traffic crash.

Please indicate how important you feel the following law enforcement activities provided by the Missouri State Highway Patrol are with "1" being very unimportant and "5" being very important.

- Traffic crash investigation was cited as the most important duty performed by the MSHP by 58.1% of the respondents.
- Enforcing criminal law was identified by 55.8% of the respondents as a very important MSHP duty.
- Detecting and deterring the flow of illegal drug was identified as a very important MSHP duty by 42.8% of the respondents.
- Response to natural disasters was identified as a very important duty by 40.7% of the respondents.
- Of the respondents, 40.4% stated providing services to motorists in need of assistance was a very important MSHP duty.

	Frequency	Row Percent				
		Not Important	2	3	4	Very Important
Traffic Crash	2,417	2.8	3.9	13.6	21.7	58.1
Enforcing Criminal Law	2,412	4.2	5.0	13.1	21.8	55.8
Response to Natural Disasters	2,401	4.0	7.8	20.3	27.1	40.7
Enforcing Commercial Motor Vehicle Law and Conducting Inspections	2,417	6.6	12.0	26.4	26.7	28.3
Providing Services to Motorists in Need of Assistance	2,414	3.1	6.2	18.5	31.9	40.4
Developing Counterterrorism Intelligence	2,419	14.1	14.2	20.9	22.5	28.3
Detecting and Deterring the Flow of Illegal Drugs	2,405	11.1	9.5	14.1	22.5	42.8
Providing Examinations for Driver Licenses	2,403	9.7	15.9	32.3	23.1	19.0
Administering the Motor Vehicle Inspection Program	2,411	15.7	18.9	31.5	17.8	16.1
Conducting School Bus Equipment Safety Inspections	2,412	5.5	10.0	20.1	26.2	38.1
Criminal Lab Forensic Inspections	2,408	5.6	7.6	19.4	27.5	40.0
Boat Safety and Enforcement	2,410	10.7	13.5	25.9	24.2	25.6

Please indicate how well you think the Missouri State Highway Patrol is addressing the following law enforcement activities by marking the appropriate number with "1" being not enough effort and "5" being too much effort.

- According to 10.1% of the respondents, the MSHP did not exert enough effort providing services to motorists in need of assistance.
- Of the respondents, 9.6% indicated more effort is desired by the MSHP when it comes to detecting and deterring the flow of illegal drugs.
- As reported by 9.5% of the respondents, the MSHP is not devoting enough effort to enforcing criminal law.

	Frequency	Row Percent				
		Not Enough Effort	2	3	4	Too Much Effort
Traffic Crash	2,269	4.0	6.0	62.1	23.4	4.5
Enforcing Criminal Law	2,270	9.5	11.8	48.5	21.5	8.8
Response to Natural Disasters	2,253	5.1	7.7	63.6	18.6	5.1
Enforcing Commercial Motor Vehicle Law and Conducting Inspections	2,259	5.3	7.4	53.2	22.4	11.7
Providing Services to Motorists in Need of Assistance	2,264	10.1	14.9	53.7	17.8	3.5
Developing Counterterrorism Intelligence	2,253	6.3	11.8	49.8	17.9	14.2
Detecting and Deterring the Flow of Illegal Drugs	2,260	9.6	15.8	41.6	17.6	15.4
Providing Examinations for Driver Licenses	2,264	2.9	5.3	61.8	21.0	9.1
Administering the Motor Vehicle Inspection Program	2,259	3.0	5.3	58.8	20.4	12.4
Conducting School Bus Equipment Safety Inspections	2,255	6.2	9.0	61.4	17.7	5.7
Criminal Lab Forensic Inspections	2,254	6.3	9.7	62.6	16.1	5.5
Boat Safety and Enforcement	2,256	6.3	6.6	54.5	19.0	13.5

If you or a family member were stranded along a highway and unable to call for help, how much time would you expect to pass before a trooper arrives to assist you? Please indicate how long you feel it would be reasonable to wait on the highways indicated.

- According to respondents, the amount of time expected to pass when waiting for a trooper's arrival varies by type of roadway involved. On an interstate, 23.5% of the respondents expect 16 to 20 minutes to pass.
- Nearly one-quarter, 24.0%, of the respondents expect 21 to 30 minutes to pass while they are stranded on a federal or state route.
- On a county or state lettered road, 27.7% of the respondents expect one hour to pass before assistance arrives.

	Frequency	Row Percent					
		Less Than 10 Minutes	11 To 15 Minutes	16 To 20 Minutes	21 To 30 Minutes	30 Minutes To 1 Hour	More Than 1 Hour
Interstate Highway	2,225	15.4	22.9	23.5	21.4	12.4	4.4
U.S. or State Numbered	2,225	6.0	15.1	22.0	24.0	21.3	11.6
State Lettered	2,225	4.5	8.2	16.2	19.4	24.0	27.7

If you or a family member were involved in a traffic crash, how much time would you expect to pass before a trooper called to the scene arrives to help you? Please indicate in minutes how long you feel it would be reasonable to wait.

- Respondents expect a short response time from the MSHP when they are involved in a traffic crash. Of the respondents, 54.9% indicated less than 10 minutes should pass if a trooper was called to the scene of an accident involving a death or injury.
- The response time of the MSHP to an accident involving only property damage is not expected to be as short as an injury or fatal crash. Only 8.4% of the respondents expect a trooper to arrive within 10 minutes to the scene of a property damage only crash.

	Frequency	Row Percent					
		Less Than 10 Minutes	11 To 15 Minutes	16 To 20 Minutes	21 To 30 Minutes	30 Minutes To 1 Hour	More Than 1 Hour
Traffic Crash with person(s) killed or injured	2,225	54.9	28.3	10.7	3.7	1.4	1.0
Traffic Crash with property damage only	2,225	8.4	23.7	28.5	23.9	12.1	3.3

Victimization

To determine how safe persons feel in the state, respondents were asked about their concern of being victimized by crime, being involved in a traffic crash, or being victimized by an act of terrorism.

How much of a worry or concern are the following to you?

- Respondents are more concerned with being involved in a traffic crash than being victimized by crime or an act of terrorism. Of the respondents, 44.6% indicated they are moderately or seriously concerned about being in a traffic crash.
- The concern of being victimized by crime while in their residence or while traveling is nearly equal. Of the respondents, 37.4% indicated they were moderately or seriously concerned about being victimized by crime while in their residence, and 36.2% indicated they were moderately or seriously concerned about being victimized by crime while traveling.
- Of the respondents, 23.3% were moderately or seriously concerned about being a victim of an act of terrorism.

	Frequency	Row Percent			
		Not A Concern	A Slight Concern	A Moderate Concern	A Serious Concern
Being involved in a traffic accident while traveling	2,225	16.9	38.6	31.5	13.1
Being a victim of crime while traveling or stopped	2,225	24.9	38.8	24.4	11.8
Being a victim of crime while in your residence	2,225	26.6	36.0	22.9	14.5
Being a victim of an act of terrorism	2,225	45.8	31.0	13.3	10.0

Social Concerns

To determine the importance of issues and crimes currently facing the state, respondents were asked to rate ten different social issues. They were then asked to rate the seriousness of specific crimes from extremely important to not at all important.

Please mark the importance of the following areas of concern for people in Missouri.

- Crime is the most important issue facing people in Missouri. Of the residents, 66.1% perceived crime to be an extremely important issue facing the state.
- Public education was perceived by respondents to also be an important issue facing the state. Of the respondents, 53.4% identified public education as an extremely important issue facing Missouri.
- Illegal immigration was identified by 51.0% of the respondents as an extremely important issue facing the state.

	Frequency	Row Percent				
		Extremely Important	Very Important	Moderately Important	A Little Important	Not Important At All
Public Education	2,808	53.4	28.8	13.8	2.6	1.4
Drug Abuse	2,808	45.5	25.2	16.2	8.0	5.0
Alcohol Abuse	2,808	38.1	27.3	23.2	8.2	3.2
Taking Care of Needy and Elderly	2,808	42.5	32.5	18.9	4.3	1.7
Crime	2,808	66.1	23.5	8.0	1.3	1.1
Health Care	2,808	38.7	28.7	21.9	7.0	3.7
Problems Relating to the Economy	2,808	37.3	32.2	21.7	5.8	3.1
Damage to the Environment	2,808	29.0	25.1	27.8	13.1	5.0
Homeland Security	2,808	43.8	23.5	18.2	9.2	5.3
Illegal Immigration	2,808	51.0	17.3	15.0	9.4	7.2

Of the following types of crime, please indicate the seriousness of each crime.

- Murder and rape were rated as the most serious crimes that occur in Missouri. Of the respondents, 95.4% cited murder as extremely serious and 92.1% cited rape as extremely serious.
- Of the respondents, 61.4% indicated methamphetamine is extremely serious and 60.7% indicated heroin is extremely serious.
- Only 10.0% of the respondents believe traffic violations are extremely serious.

	Frequency	Row Percent				
		Extremely Serious	Very Serious	Moderately Serious	Somewhat Serious	Not At All Serious
Murder	2,681	95.4	2.8	1.2	0.2	0.4
Rape	2,678	92.1	6.0	1.4	0.3	0.3
Assault	2,675	46.0	40.2	11.3	2.2	0.3
Burglary	2,670	34.1	46.3	16.9	2.4	0.4
Theft	2,674	28.2	40.9	25.4	5.0	0.6
Motor Vehicle Theft	2,668	28.4	41.3	24.9	4.8	0.6
Arson	2,665	50.7	33.7	12.4	2.6	0.7
Cyber Crimes	2,667	39.0	34.8	19.3	5.5	1.3
Identification Theft	2,662	52.9	29.6	13.0	3.7	0.8
Traffic Violations	2,657	10.0	13.5	28.5	30.8	17.2
Methamphetamine	2,673	61.4	21.7	10.3	3.9	2.7
Heroin	2,667	60.7	21.6	10.9	3.8	2.9

Public Safety Issues

Respondents were asked several questions related to sobriety checkpoints to determine public feelings related to checkpoint effectiveness and about personal experiences with sobriety checkpoints.

Sobriety checkpoints are utilized by many law enforcement agencies as a method to deter persons from driving while intoxicated.

Do you believe sobriety checkpoints will deter some people from driving drunk?

- Just over one half (55.0%) of the respondents believe sobriety checkpoints deter persons from driving while intoxicated.

	Frequency	Percent
Yes	1,209	55.0
No	990	45.0
No Response	609	--
Total	2,808	100.0%

Do you believe sobriety checkpoints will increase an intoxicated driver's risk of being caught?

- Of the respondents, 73.4% indicated sobriety checkpoints increase an intoxicated driver's risk of being caught.

	Frequency	Percent
Yes	1,615	73.4
No	584	26.6
No Response	609	--
Total	2,808	100.0%

Do you approve of sobriety checkpoints as a tool to detect and remove intoxicated drivers from our roads?

- Over two-thirds (69.2%) of the respondents approve of the use of sobriety checkpoints.

	Frequency	Percent
Yes	1,521	69.2
No	678	30.8
No Response	609	--
Total	2,808	100.0%

Have you ever been stopped at a sobriety checkpoint?

- Of the respondents, 58.7% have been stopped at a sobriety checkpoint.

	Frequency	Percent
Yes	1,291	58.7
No	908	41.3
No Response	609	--
Total	2,808	100.0%

If you have been stopped at a sobriety checkpoint, did this cause a significant delay for you?

- Of the respondents who have been stopped at sobriety checkpoints, 69.7% were not significantly delayed.

	Frequency	Percent
Yes	389	30.3
No	894	69.7
No Response	8	--
Total	1,291	100.0%

Missouri Water Safety

Survey respondents were asked a series of questions about safety enforcement efforts of the MSHP on Missouri waterways.

Do you believe Boating While Intoxicated enforcement efforts by members of the Missouri State Highway Patrol effectively deter alcohol related incidents?

- While 39.5% of the respondents believe MSHP efforts effectively deter alcohol related boating accidents, 31.4% do not feel their efforts deter these accidents.

	Frequency	Percent
Yes	872	39.5
No	692	31.4
Unknown	546	24.8
Not Applicable	95	4.3
No Response	603	--
Total	2,808	100.0

Are Missouri State Highway Patrol enforcement efforts to deter alcohol and drug violations on Missouri waterways effective?

- About one-third (32.7%) of the respondents believe the MSHP efforts are effective in deterring alcohol and drug violations on Missouri waterways while another third (32.2%) do not believe their efforts are effective.

	Frequency	Percent
Yes	720	32.7
No	710	32.2
Unknown	682	30.9
Not Applicable	93	4.2
No Response	603	--
Total	2,808	100.0

Do you feel safe when engaged in activities on Missouri lakes, streams, or rivers?

- Of the respondents, 67.2% said they feel safe while engaged in activities on Missouri waterways.

	Frequency	Percent
Yes	1,481	67.2
No	265	12.0
Unknown	227	10.3
Not Applicable	232	10.5
No Response	603	--
Total	2,808	100.0

Appendix A: 2014 Missouri Public Opinion Survey Questionnaire

Thank you for taking time to complete this survey. Your completed survey will impact the way we serve you in the future.


***1. Please mark the importance of the following areas of concern for people in Missouri.**

	Extremely Important	Very Important	Moderately Important	A Little Important	Not Important At All
Public Education					
Drug Abuse					
Alcohol Abuse					
Taking Care of Needy and Elderly					
Crime					
Health Care					
Problems Relating to the Economy					
Damage to the Environment					
Homeland Security					
Illegal Immigration					

***2. Of the following types of crime, please indicate the seriousness of each crime.**

	Extremely Serious	Very Serious	Moderately Serious	Somewhat Serious	Not At All Serious
Murder					
Rape					
Assault					
Burglary					
Theft					
Motor Vehicle Theft					
Arson					
Cyber Crimes					
Identification Theft					
Traffic Violations					
Methamphetamine					
Heroin					

***3. Overall, do you think the Missouri State Highway Patrol is doing an excellent, good, fair, or poor job in your area?**


 Excellent

 Good

 Fair

 Poor

***4. How would you rate the professional appearance, attitude, and demeanor of Highway Patrol employees?**


 Excellent

 Good

 Fair

 Poor

***5. From your experience, how would you rate the overall competence of Highway Patrol employees?**


 Excellent


 Good


 Fair


 Poor

***6. Compared to three years ago, how do you think the number of Missouri State Highway Patrol officers on the roadway or waterway has changed?**

 Increased Greatly


 Increased Slightly

 About the Same


 Decreased Slightly





***7. When you see a Missouri State Highway Patrol officer on the roadway or waterway, how is the behavior of other motorists affected?**

 Improved Greatly


 Improved Slightly


 About the Same


 Degraded Slightly

 Degraded Greatly


***8. When you see a Missouri State Highway Patrol officer on the roadway or waterway, how is your behavior affected?**

 Improved Greatly

 Improved Slightly

 About the Same

 Degraded Slightly

 Degraded Greatly

***9. Have you had direct contact with the Missouri State Highway Patrol within the past three years?**

☐ Yes

☐ No

***10. If "YES", how would you describe your experience?**

☐ Very Positive

☐ Positive

☐ Neutral

☐ Negative

☐ Very Negative

***11. If "YES", please indicate the nature of the contact.**

☐ Traffic Crash





























































☐ Traffic Ticket Issued

☐ Provided Assistance

☐ Warning Issued

☐ Criminal Case

***12. Please indicate how important you feel the following law enforcement activities provided by the Missouri State Highway Patrol are with "1" being very unimportant and "5" being very important.**

	1. Not Important At All	2.	3.	4.	5. Very Important
Traffic Crash					
Enforcing Criminal Law					
Response to Natural Disasters					
Enforcing Commercial Motor Vehicle Law and Conducting Inspections					
Providing Services to Motorists in Need of Assistance					
Developing Counterterrorism Intelligence					
Detecting and Deterring the Flow of Illegal Drugs					
Providing Examinations for Driver Licenses					
Administering the Motor Vehicle Inspection Program					
Conducting School Bus Equipment Safety Inspections					
Criminal Lab Forensic Examinations					
Boat Safety and Enforcement					

***13. Please indicate how well you think the MSHP is addressing the following law enforcement activities by marking the appropriate number with "1" being not enough effort and "5" being too much effort.**

	1. Not Enough Effort	2.	3.	4.	5. Too Much Effort
Traffic Crash					
Enforcing Criminal Law					
Response to Natural Disasters					
Enforcing Commercial Motor Vehicle Law and Conducting Inspections					
Providing Services to Motorists in Need of Assistance					
Developing Counterterrorism Intelligence					
Detecting and Deterring the Flow of Illegal Drugs					
Providing Examinations for Driver Licenses					
Administering the Motor Vehicle Inspection Program					
Conducting School Bus Equipment Safety Inspections					
Criminal Lab Forensic Examinations					
Boat Safety and Enforcement					

***14. If you or a family member were involved in a traffic crash, how much time would you expect to pass before a trooper called to the scene arrives to help you? Please indicate how long you feel it would be reasonable to wait.**

	Less Than 10 Minutes	11 To 15 Minutes	16 to 20 Minutes	21 To 30 Minutes	30 Minutes To 1 Hour	More Than 1 Hour
Traffic Crash with person(s) killed or injured						
Traffic Crash with property damage only						

***15. If you or a family member were stranded along a highway and unable to call for help, how much time would you expect to pass before a trooper arrives to assist you? Please indicate how long you feel it would be reasonable to wait on the highways indicated.**

	Less than 10 minutes	11 to 15 Minutes	16 to 20 Minutes	21 to 30 Minutes	30 Minutes to 1 Hour	More Than 1 Hour
Interstate Highway						
U.S. or State Numbered						
State Lettered						

***16. How much of a worry or concern are the following to you?**

	Not a Concern	A Slight Concern	A Moderate Concern	A Serious Concern
Being involved in a traffic accident while traveling Missouri roadways?				
Being a victim of crime while traveling or stopped along Missouri roadways?				
Being a victim of crime while in your residence or neighborhood?				
Being a victim of an act of terrorism?				

***17. Enforcement of boating laws and regulations is now handled by troopers assigned to marine operations components in affected troop areas. Please answer the following questions related to enforcement of boating laws and regulations.**

	Yes	No	Unknown	NA
Do you believe Boating While Intoxicated enforcement efforts by members of the MSHP effectively deter alcohol related crashes?				
Are MSHP enforcement efforts to deter alcohol and drug violations on Missouri waterways effective?				
Do you feel safe when engaged in activities on Missouri lakes, streams, or rivers?				

Sobriety checkpoints are utilized by many law enforcement agencies as a method to deter persons from driving while intoxicated. Please answer the following questions pertaining to sobriety checkpoints.

***18. Do you believe sobriety checkpoints will deter some people from driving drunk?**

☐ Yes

☐ No

***19. Do you believe sobriety checkpoints increase an intoxicated driver's risk of being caught?**

☐ Yes

☐ No

***20. Do you approve of sobriety checkpoints as a tool to detect and remove intoxicated drivers from our roads?**

☐ Yes

☐ No

***21. Have you ever been stopped at a sobriety checkpoint?**

☐ Yes

☐ No

22. If you have been stopped at a sobriety checkpoint, did this cause a significant delay for you?

☐ Yes

☐ No

In the final section, we ask a few demographic questions to determine how representative respondents are in relation to the total state population.

***23. What is your age group?**

☐ 16 - 21

☐ 22 - 34

☐ 35 - 44

☐ 45 - 55

☐ 56 - 65

☐ Over 65

***24. What is your gender?**

☐ Male

☐ Female

***25. What is your race?**

☐ White

☐ African American

☐ Native American

☐ Hispanic

☐ Asian

26. Please provide any comments you may wish to make about the Missouri State Highway Patrol, including recommendations or suggestions for improvements.

THIS COMPLETES THE SURVEY. PLEASE CLICK
DONE. THANK YOU

